

- 1) Enable document Viewer plugin
- 2) Create Application Issue Management
- 3) Create table - issues (inherit from task)

|                                  |   |
|----------------------------------|---|
| caller_id                        | Reference (user)  |
| category                         | Choice<br>Software<br>Hardware<br>Network<br>Database<br>Admin<br>General inquiry   |
| child_issuess                    | Integer   |
| close_code                       | Choice<br>Solved (Work Around)<br>Solved (Permanently)<br>Solved Remotely (Work Around)<br>Solved Remotely (Permanently)<br>Not Solved (Not Reproducible)<br>Not Solved (Too Costly)<br>Closed/Resolved by Caller |
| reopened_time                    | Date/Time   |
| reopened_by                      | Reference   |
| hold_reason                      | Choice<br>Awaiting response from customer<br>Awaiting response from vendor  |
| parent_issues                    | Reference   |
| problem_id                       | Reference   |
| reopen_count                     | Integer   |
| resolved_at                      | Date/Time   |
| resolved_by                      | Reference   |
| Subcategory (depend on category) | Choice  |

|                   |      |
|-------------------|------|
| Contract end date | Date |
|-------------------|------|

Subcategory values as below:

| Dependent value | Value                |
|-----------------|----------------------|
| inquiry         | antivirus            |
| hardware        | cpu                  |
| database        | db2                  |
| network         | dhcp                 |
| hardware        | disk                 |
| network         | dns                  |
| inquiry         | email                |
| software        | email                |
| inquiry         | internal application |
| network         | ip address           |
| hardware        | keyboard             |
| hardware        | memory               |
| hardware        | monitor              |
| hardware        | mouse                |
| database        | sql server           |
| software        | os                   |
| database        | oracle               |
| network         | vpn                  |
| network         | wireless             |

Create form Layout like below:

|                     |                   |     |                  |              |
|---------------------|-------------------|-----|------------------|--------------|
| Number              | INC0010230        |     | Contact type     | -- None --   |
| Opened by           | Akash Deep Rajput | Q ⓘ | State            | New          |
| * Caller            |                   | Q   | Impact           | 3 - Low      |
| Created by          |                   |     | Urgency          | 3 - Low      |
| Category            | Inquiry / Help    |     | Priority         | 5 - Planning |
| Subcategory         | -- None --        |     | Assignment group |              |
| Business service    |                   | Q   | Assigned to      |              |
| Configuration item  |                   | Q   |                  |              |
| * Short description |                   |     |                  | Q            |

Also, create Form sections as below:

Closure Information:

Knowledge ☐

Closed by

Close code 

-- None --

Closed

Close notes

## Notes:

Watch list

Work notes list

Work notes 

Work notes

Additional comments (Customer visible)

Post

Activities: 4

S system

Email sent • 2020-02-27 19:34:04

Create table : issue task:

| Issues | Reference(issue table) |
|--------|------------------------|
|        |                        |

## Create App Menus: (apply necessary logic in these Menus)

Create New Issue  
 All open issues  
 Issues assigned to me  
 Issues assigned to my group  
 All Issues  
 All Open issues – unassigned  
 Resolve issues

## Personalized list layout containing imp fields:

Number, caller, short description, description, priority, state, category, subcategory,  
 assignment group, assigned to, updated, create, updated by, created by

